

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Wednesday, February 10, 2021 3:40 PM
To: Veronica Hernandez UTBlg
Cc: Customer Srvc Box; Flores Jr, Mike; Kim Turner; Munoz, John
Subject: Re: [UC Active & Inactive Accounts] RE: 518 TUMBLE BROOK
Attachments: image002.jpg; image005.jpg

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Veronica,

Thank you for sharing this. Mike Flores and I are working to ensure his drivers tablets reflect all streets/addresses for routes within the City limits.

Following up on our phone discussion, I'd like to take this a step further by creating individual accounts in our customer service system with all the active/inactive residential customers you have within your billing system.

If you can share with me this excel spreadsheet WM can get an accurate base line from this point forward. Once again, we only need the addresses without names and any other sensitive information.

This will take a bit of time, but it's a step in the right direction. I will also be spending some time with our customer care center Supervisor to update the call center representative's notes associated with the City. I pray that these steps will get us moving in the right direction.

Christopher M. Cox

Manager, Public Sector Solutions
SATX & RGV District Areas
ccox6@wm.com

Waste Management

[1777 NE Loop 410, Ste 1001](#)
[San Antonio, TX 78217](#)
Cell [210 772 6074](#)

On Feb 10, 2021, at 2:45 PM, Veronica Hernandez UTBlg
<utilitybilling@uctx.gov> wrote:

<image001.gif>

Thank you.

Happy Valentine's Day

Veronica Hernandez

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711

<image002.jpg>

From: Customer Srvc Box <customersrv@wm.com>
Sent: Wednesday, February 10, 2021 2:33 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrv@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: RE: 518 TUMBLE BROOK

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Veronica,

I apologize for the missed service. I created an account in our system for this address and entered a missed service request.

The confirmation number is 171196.

If we still have drivers in the area the recovery will be done today, if not at the latest by noon tomorrow.

Best Regards,
Leomaris

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Wednesday, February 10, 2021 2:26 PM
To: Customer Srvc Box <customersrv@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: [EXTERNAL] 518 TUMBLE BROOK
Importance: High

Hello,
We have another address that is not on the list for garbage pick up, even though this customer has service since 08/23/2007. I did advice customer to leave her garbage cans out. Will there be a ticket # created and when will her garbage be picked up?

Happy Valentine's Day

Veronica Hernandez

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711

<image005.jpg>

Recycling is a good thing. Please recycle any printed emails.